



DEPARTMENT OF THE NAVY

COMMANDER NAVAL RESERVE FORCE
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COMNAVRESFORINST 5239.2A
N00I

COMNAVRESFOR INSTRUCTION 5239.2A

2 AUG 2002

Subj: POLICY FOR ELECTRONIC MAIL (E-MAIL) ADMINISTRATION, MAINTENANCE,
AND USE

Ref: (a) SECNAVINST 5239.3
(b) OPNAVINST 5239.1B
(c) DoD 5500.7-R of 6 Aug 98
(d) SECNAVINST 7510.7E
(e) NAVSO P-5239-04
(f) SECNAVINST 5216.5D
(g) SECNAVINST 5212.5D
(h) General Records Schedule 20 of Aug 95 (NOTAL)
(i) SECNAVINST 5211.5D
(j) SECNAVINST 5720.42F

1. Purpose. To establish policy for the use of Commander, Naval Reserve Force (COMNAVRESFOR) E-mail system per references (a) through (j). This instruction has been completely revised and should be read in its entirety.

2. Cancellation. COMNAVRESFORINST 5239.2

3. Applicability and Scope. This instruction applies to all COMNAVRESFOR military, civilian, and contract personnel who use the COMNAVRESFOR E-mail system. Any person who uses the command's E-mail facilities consents to all provisions of this policy and agrees to follow all of its terms and conditions and all applicable federal laws and regulations.

4. Policy

a. Availability. The E-mail system may be taken down for routine maintenance. Scheduled downtimes will be announced well in advance to minimize impact on command operational ability. Regular maintenance is to be scheduled on a semiannual basis and published. During the course of operations, components of the E-mail system may also require corrective maintenance. To the maximum extent possible, outages for corrective maintenance will be coordinated and scheduled.

b. Accounts

(1) All E-mail and network accounts that are inactive for more than 180 days will be deleted.

(2) The following naming conventions will be used for all new accounts in the GroupWise address book.

(a) Last name. Contains the user's last name.

(b) First name. Contains "Mr" or "Ms" and first name for non-military personnel, or rank/rate and first name for military personnel.

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(c) User Identification (ID). Automatically created by the E-mail system. Depending on the system, the first six or seven characters of the last name and first and second characters of the first name are used as needed to ensure uniqueness. The Information Technology Center (ITC) will provide capabilities for the office automation liaisons to modify the automatically created User ID field. If the ITC later determines that technical circumstances require a uniform User ID scheme, office automation liaisons will be required to restore a User ID that has been modified.

(d) Telephone number. Commercial telephone number followed by DSN number where available.

(e) Department. Local description.

(f) Fax. Format consistent with phone number.

(g) Title. Local description.

c. E-mail Records Retention and Archival. E-mail documents have the same retention value as paper documents. Essentially, there is no difference between managing E-mail and paper records.

(1) An electronic record, per reference (f), is any information recorded in a form that only a computer can process and satisfies the definition of a federal record per reference (g) (i.e., information received in connection with the transaction of public business).

(2) Documents created in an electronic records system must be maintained per reference (f). Activities will maintain an official hard copy for all formal correspondence and any material referencing such correspondence. Each document will have a standard subject identification code and any logical combination of alphanumeric characters permitted by the operating system to label, describe, and enable the creator to retrieve the document. Backup copies of E-mail documents are to be made to avoid loss or accidental destruction of official government records.

(3) Official (formal) E-mail correspondence will be maintained and disposed of per the disposal schedule of references (g) and (h) which authorizes their destruction or directs their transfer to a federal records center to be retained permanently.

(4) Informal E-mail correspondence, not meeting the criteria outlined above may be deleted per reference (h). Automatic archiving will be set by all COMNAVRESFOR E-mail users, at the user account level, to archive any informal E-mail older than 90 days to the local workstation, and to "empty" the trash every 7 days. Reference (h) is available on the Internet at <http://ardor.nara.gov/grs/grs20.html> to assist in determining the disposal schedule of E-mail correspondence.

(5) Informal E-mail correspondence older than 90 days, not archived to the local workstation, and not meeting the criteria in paragraphs 3c(1) through (3) above, will be deleted by the ITC system administration staff when system resources become critical.

(6) Per references (f) through (h) and subparagraphs 3c(4) and (5) above, informal E-mail correspondence that is in the trash area older than 7 days will be deleted by ITC's system administration staff when system resources become critical.

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d. Attachments. E-mail transmissions shall not exceed four megabytes in size. This limit includes both the E-mail and any attachments to that E-mail. All attachments over one Megabyte, which are not already in a compressed format, will be compressed with a compression utility which can be uncompressed by the recipient. Some examples of commonly used compression utilities are WinZip, pkzip, or GNUzip. For times where larger files need to be transferred, a more efficient file transfer method is to be used. The File Transfer Protocol (FTP) method is much better suited for large file transfer and should be used whenever possible.

e. Command Right to Access Information. The E-mail system has been installed by COMNAVRESFOR to facilitate command communications. Although each person has an individual password to access this system, it belongs to the command and the contents of E-mail communications may be accessible at all times by COMNAVRESFOR management for any command purpose. The command may inspect, copy, store, and disclose the contents of E-mail messages to prevent or correct improper use, satisfy a legal obligation, or ensure proper operation of the E-mail facilities. The cognizant office automation liaison or the commanding officer will be notified of such access whenever practicable. Further, the E-mail system may be subject to periodic unannounced inspections, and should be treated like other shared filing systems. All system passwords and encryption keys must be available to command management. All E-mail messages are command records. The contents of E-mail, properly obtained for legitimate business purposes, may be disclosed within the command without the user's permission. Therefore, users should not assume that messages are confidential. Backup copies of E-mail may be maintained, as discussed in 3c above, and referenced for official and legal reasons.

f. Personal Use of E-mail. There is no expectation of personal privacy concerning E-mail content. COMNAVRESFOR provides the E-mail system to assist in performance of the command's mission. Usage should be limited to official business. Incidental personal use is allowed, as long as it does not interfere with the command's mission. COMNAVRESFOR may access and disclose, as necessary, any messages sent over the E-mail system without regard to content. The COMNAVRESFOR E-mail system may not be used for such purposes as soliciting for commercial ventures, religious or personal causes, or outside organizations or other similar, non-job-related solicitations.

g. Appropriate Use. The COMNAVRESFOR E-mail system may not be used in any way that is detrimental to good order and discipline. Examples of forbidden transmissions include sexually-explicit messages, photographs, cartoons, or jokes; romantic propositions or love letters; ethnic or racial slurs; or any other message that can be construed to be harassment based on gender, race, sexual orientation, age, national origin, or religious or political beliefs. The following specific actions and use of E-mail are inappropriate:

(1) Fraud. Concealment or misrepresentation of names or affiliations in E-mail messages.

(2) Forged E-mail headers. Alteration of source or destination address of E-mail.

(3) Commercial or Business Use. Use of E-mail facilities for commercial or private business purposes.

(4) Derogatory E-mail. Use of E-mail that degrades or demeans other individuals.

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(5) Obscene materials. Transmission of fraudulent, harassing, or obscene messages and/or materials. These are not to be sent, printed, requested, or stored.

(6) Denial of Service Attacks. Any use of E-mail, such as (but not limited to) congestion of the E-mail system, that would deprive others of resources are prohibited.

(7) SPAM (not an acronym; slang for unsolicited commercial E-mail or junk/bulk E-mail) and chain letters. Chain letters and other forms of unapproved mass mailings.

(8) Illegal Activities. Any communication that violates COMNAVRESFOR policies and/or local, state, or federal laws and regulations are prohibited. The content and maintenance of an electronic mailbox is the responsibility of the person to whom the E-mail account is assigned.

h. Password and Encryption Key Security and Integrity. Personnel are prohibited from the unauthorized use of passwords and encryption keys of other personnel to gain access to E-mail messages or files belonging to those other personnel.

(1) Computer accounts, passwords, and other types of authorization are assigned to individual users and must not be shared with others. Each individual is responsible for any use of his/her account.

(2) Pretty Good Privacy (PGP) or similar encryption is to be used for transmittal of information which may contain operational data, such as troop strength or movement, operational commitments, or other sensitive information when that E-mail is transmitted over commercial internet lines, including NIPRNET.

i. Per references (i) and (j), E-mail is an agency record subject to the provisions of both the Freedom of Information Act (FOIA) and the Privacy Act (PA). Careful consideration must be given to composing E-mail correspondence that may contain personal information. When transmitting E-mail containing FOIA or PA information ensure the guidelines below are followed:

(1) The provisions of the FOIA and PA are adhered to concerning the marking, handling, and safeguarding of information relative to these acts.

(2) It is the responsibility of the originator to alert the reader of sensitive issues when transmitting E-mail.

(3) When transmitting E-mail correspondence containing personal information, ensure "For Official Use Only" designation is clearly labeled on the correspondence with provisions for the receiving entity to safeguard this information and contact the originator if the E-mail is received in error.

(4) Use E-mail to transmit information under FOIA and PA as a last resort when no other means are available.

(5) Do not use E-mail to transmit highly sensitive PA information, unless you can ensure the appropriate party will receive it, and that the sender controls any further dissemination of the information. Our goal is to avoid sensitive information being inadvertently sent to the wrong individual(s).

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(6) Ensure that when you solicit PA information directly from individuals, they are provided a PA Statement (PAS) that advises them of the following: Authority that permits collection; purpose for collecting the information; who will routinely have access to the information; and whether or not the collection of this information is mandatory or voluntary. There is no generic PAS. Rather, it is formulated from the PA systems notice.

(7) Ensure that only individuals having an official "need to know," not a "want to know" have access to PA information.

(8) All information of this nature is to be sent using PGP or similar encryption. Encrypted zip compression may be used, but the decryption password must not be sent in plain text.

j. Commercial E-mail service providers. The use of commercial, educational, or other nonmilitary E-mail service providers is prohibited for all military related communications. This prohibition includes any PA or For Official Use Only information as well as security related information. The insecure nature of nonmilitary server storage and unencrypted transmission of E-mail make this form of communication an unacceptable risk.

k. Disciplinary Action. Use of the command-provided E-mail system in violation of this instruction shall result in disciplinary action.

5. Action

a. COMNAVRESFOR; Commander, Naval Reserve Forces Command (COMNAVRESFORCOM); Commander, Naval Air Force Reserve (COMNAVAIRES), and Director, ITC will:

(1) Appoint an office automation liaison for all E-mail and office automation related issues including desktop hardware and software problems.

(2) Ensure adherence to all procedures pertaining to the COMNAVRESFOR E-mail system.

(3) Ensure the network coordinator for each Naval Reserve Network (NAVRESNET) field site is the office automation liaison for their respective activity.

b. IT Services (ITC50)

(1) Is responsible for managing the COMNAVRESFOR E-mail system.

(2) Will designate an E-mail System Administrator.

(3) Will provide FTP services for large file transfer requirements.

(4) Will enforce the four megabyte limit on the E-mail message combined with the E-mail message attachment.

c. E-mail System Administrator

(1) Monitor adherence to procedures in this directive and report discrepancies to cognizant E-mail Office Automation Liaison.

(2) Resolve problems and special requests related to the COMNAVRESFOR E-mail system and coordinates the resolution of these requests.

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(3) Review and recommend approval or disapproval of all initiatives relating to COMNAVRESFOR E-mail system upgrades and maintenance.

(4) Establish and maintain a monthly PM schedule.

(5) Coordinate user additions and changes.

(6) Delete E-mail and network accounts inactive for more than 180 days.

(7) Execute system utilities to delete all E-mail older than 90 days from all COMNAVRESFOR E-mail accounts when system resources become critical.

(8) Ensure system utilities empty all items in E-mail trash areas [or the trash area] older than 7 days from all COMNAVRESFOR E-mail accounts when system resources become critical.

d. Office Automation Liaison

(1) Serves as Point of Contact (POC) for user account requests on assigned systems.


(2) Reports E-mail related problems as necessary to ITC Help Desk at DSN 678-7070, or commercial (504) 678-7070, or (800) 537-4617, or by sending E-mail to the "HELPDESK" E-mail account.

(3) Disseminates E-mail related instructions and information to all personnel within their area of cognizance.

e. COMNAVRESFOR E-mail Users

(1) Set archiving in their E-mail account to automatically archive mail older than 90 days and "empty" trash every 7 days.

(2) Adhere to all policy and procedures provided in this directive.


L. A. DOZIER
Chief of Staff

Distribution: (COMNAVRESFORINST 5218.2C)

List B1

B2 (FR3, FR4, FR5, FR8, FR9, FR10, FR11, FR12,
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C1 (26R1, 26R2, 29AA1, 29AA2, 31H1 only)

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